

**DEPARTMENT OF THE TREASURY
FEDERAL LAW ENFORCEMENT TRAINING CENTER
GLYNCO, GEORGIA 31524**

FLETC DIRECTIVE (FD)

NUMBER: 91-01.C

Subject:

DATE: 05/23/83

Sunset Review:

STUDENT CRITIQUES OF CENTER TRAINING
AND FACILITIES

1. PURPOSE. This directive establishes policies and procedures for the implementation of a standard student critique reporting system in Center training programs.
2. SCOPE. This directive applies to all Center personnel involved in the instruction or provision of services to basic, integrated, Center Advanced, In-Service, Refresher, and Specialized (CAIRS), or other programs for which the Center issues certificate of completion/graduation.
3. REFERENCE. FLETC Directive 20-01.L, Faculty Advisor Responsibilities and Duties.
4. DISCUSSION. In order to provide the best possible training, facilities, and services, the Federal Law Enforcement Training Center continually evaluates various facets of its training programs. Suggestions from instructors, comments from participating organizations, data on trainee achievement and classroom observations are some of the means currently used to evaluate and improve the Center and its instructional programs. The perceptions of management, faculty, other Center staff, and participating organizations are regularly considered during this process. Although student opinions have been considered in the assessment of Center programs, no standard guidelines for the systematic acquisition and review of this source of information have been utilized previously.

The benefits of student input are numerous. Students have intensive, immediate and personal experience with the total training program and environment; therefore, from that perspective they are uniquely capable of providing qualitative opinions as to the overall effectiveness of instruction, facilities, and other factors affecting the training process.

Two critique forms are used in the reporting system, the first addressing individual course content and effectiveness of delivery, and the second encompassing the entire program including program content, Center facilities, and other services.

5. POLICY. At the start of each basic, integrated, or CAIRS training program, students are provided a Student Critique Booklet as part of the initial handout package (Organizations desiring to use the student Critique Booklet in any other course or program will be able to obtain copies). The booklet contains instructions, several forms for the critique of individual courses, and a program critique (with separate answer sheet). Since the booklet does not contain sufficient course critique forms to cover all courses, additional forms are maintained in the classrooms. During the orientation, faculty advisors are responsible for briefly review the provisions of both types of critique forms. Throughout the training program, faculty advisors and instructors are to encourage students to complete all course critiques and the program critique.

All basic class schedules are to reflect due dates for student submission of course and program critiques.

6. COLLECTION AND DISTRIBUTION.

a. Course Critique. The faculty advisor or designated class representative is responsible for the collection of the completed course critique forms at the end of each training week, and their delivery to the program manager responsible for the program no later than the following Monday. Following OPM review, the critique forms are forwarded to the AD(OFM) for appropriate use and return to OPM for filing.

b. Program Critique. Program critiques are collected by the faculty advisor during the final day of classroom instruction. These critiques are forwarded to the appropriate program manager's office for tabulation and review. In basic programs for which an end-of-class report is required, program managers forward the program critiques to the educational aid for inclusion in the end-of-class report for distribution in accordance with FLETC Directive 20-01.L, Faculty Advisor Responsibilities and Duties. In other Center' programs in which program critiques are utilized, the AD (OPM) provides copies to the AD(OFM) for appropriate use and forwarding to the Deputy Director. All program critiques are returned to OPM for filing.

7. USE OF CRITIQUES. Information obtained in student critiques of courses and programs are considered in those areas in which students' opinions are helpful for a meaningful assessment of training effectiveness. However, the student critiques are not used as the exclusive basis upon which to initiate change. Course and program critiques are only one source of information; this input, along with all other, is considered by Center management in improving the Center and its training programs.

As a part of the report to the Deputy Director required after the periodic curriculum review of each program, program managers will include the results of the

tabulation of the program critiques, a brief summary of significant student comments contained in course/program critiques, and actions taken.

8. OFFICE OF PRIMARY INTEREST. Office of Program Management.

Charles F. Rinkevich.
Director

Attachment

STUDENT CRITIQUE BOOKLET

INTRODUCTION

The goal of the Federal Law Enforcement Training Center is to provide the best training, services, and facilities possible. Considerable effort has been devoted by Center staff and instructors to measuring the effectiveness of training by evaluating the students' performances. Also very important to the goal of achieving the best possible training are the students' perceptions of the effectiveness of training and the quality of the training environment. Your candid, objective critiques of your training experiences are valuable guides for future improvement of the Center and its instructional programs.

INSTRUCTIONS

Included in this booklet are two types of forms - Course Critiques and a Program Critique. A "course" is defined as a block of instruction covering a specific subject area, e.g., Search and Seizure, Interviewing, Bombs and explosives, etc. A "program" encompasses the entire curriculum, etc. includes program content, facilities, instruction, and support services. Both critiques have been designed to give you an opportunity to express your feelings and opinions about your training experiences.

Course Critique

You have been given several copies of the Course Critique Form. Additional forms are available in the classroom. This form elicits your feelings about factors affecting the achievement of specific training objectives in individual subject matter areas. You are asked to rank the degree to which you agree with statements made about the content and delivery of a particular course.

In completing the course critique, please keep in mind that there is a difference between evaluating instructors as individuals, and evaluating their performance in the classroom. Avoid basing your opinions on instructors' personalities. Instead, think of how the job they have done has contributed to your development. If your assessment of course content is that it failed to meet or exceeded expectations, it is important that you comment specifically on the reverse of the answer sheet.

Please prepare a Course Critique after each course is completed in its entirety. Place the completed forms in the box labeled "Critique Forms" in each classroom. The forms will be collected at the end of each training week.

Program Critique

Also included in your booklet is a Program Critique to be completed at the end of your training. This form asks for your opinions about the overall quality of the training program and about your satisfaction with the training environment. The critique is divided into three categories: (1) Program content, (2) Evaluation, and (3) Facilities and Services. The items require that you rank on a separate answer sheet your level of agreement or disagreement with statements relating to the various categories.

Though this critique is designed to be a general summary of your opinions at the end of your training experience, please review the form at the beginning of your training. While you will probably want to reserve final judgment in any of the statements until your training is completed, you should record any specific comments about either Center services or instructional programs on the reverse of the Program Critique Form as your training progresses.

Faculty advisors will collect program critiques at the completion of your training.

NOTE: THE CURRENT FORMS ASSOCIATED WITH THE ABOVE BOOKLET ARE AVAILABLE FROM THE TRAINING OFFICES.